



# ROYAL OPERA HOUSE

## **JOB DESCRIPTION**

**Title:** Assistant to the Company Manager, The Royal Ballet

**Reports to:** Company and Tour Manager, The Royal Ballet

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### **Overall Purpose of the Job**

To provide effective support to the Royal Ballet management, on site and off site and undertake a range of work involved in the logistics and day to day administration of the Company Office

To manage own learning and contribute to a culture of continuous improvement

To recognise the opportunity with this role to develop and gain insight into the management of The Royal Ballet, into how a major opera house functions, and to build the experience and skills needed to pursue a career in arts management

### **Main Responsibilities**

#### *Company Administration*

- Work consistently to understand the key processes, systems and priorities of the role in supporting The Royal Ballet management
- Assist the Royal Ballet management with all administrative aspects of the day to day management of The Royal Ballet
- Provide a service as first point of contact for the Company members, dealing with queries and message taking
- Administrative and document support for schedules, databases and other records
- Part of the team administering company tickets
- Provide performance duty as appropriate, acting as first point of contact for Company / FOH / Box Office / Stage Door and Artistic Staff until curtain up
- Assist in the induction of new members of the Company
- Attend Scheduling and other inter-departmental meetings as required
- Organise and take notes at departmental and team meetings as required
- Ensure relevant filing and shared records, including departmental calendar, are up to date
- Monitor office stationery and equipment supplies, ordering as necessary
- Assist in the organisation of Royal Ballet hospitality events

- Assist in problem solving and troubleshooting for any aspect of the day-to-day operation in order to ensure smooth running
- Assist with queries concerning Ballet Company back of house areas, including dressing rooms and studios, liaising with ROH Facilities Department.
- Assist dancers with IT and associated issues, liaising with the ROH IT Department
- Cover for the Executive Assistant to the Directors on an occasional basis as required

#### *Guest Artists*

- Assist the Company Manager and Royal Ballet Producers with logistics and arrangements for guest artists including per diems/ travel / security passes / dressing rooms / welcome packs / and looking after them once they have arrived
- Assist with applications for Certificates of Sponsorship and visa enquiries
- Provide a service as point of contact for the Royal Ballet School, Junior Choir school and chaperones of children working on the productions and work with the Safeguarding Manager to ensure licensing and BOPA arrangements are applied

#### *Ballet Actors*

- In consultation with ballet stage management book and issue contracts and schedules for actors as required for ballet productions.
- Arrange inductions and payroll paperwork for Ballet Actors as required

#### *Touring*

- Assist the Company Manager in the logistics of organising flights / visas / accommodation / tour APP for any national and international touring

#### *Projects*

- Manage designated projects as required, including coordination of small scale artistic projects as required

#### *Continuous Improvement*

- Support a culture of information sharing, collaborative working and team working
- Manage own learning and continuous professional development relevant to the role
- Contribute to a culture of innovation and continuous improvement

## **PERSON SPECIFICATION**

### **Essential Skills, Knowledge and Experience**

#### ***Office Support and Organisation Skills***

- Knowledge of the working practices of a major theatre or dance company or sufficient transferable skills and knowledge
- Experience of administrative work to a high standard in a busy office
- Proficient Microsoft Office user including Word and Excel and ability to learn new systems and processes
- Strong organisational and time management skills with ability to prioritise when under pressure

- Ability to provide an effective service with records management, document support and filing
- Ability to demonstrate a commitment to delivering a high standard of work
- Commitment to following and upholding compliance requirements and best practice with safeguarding

### ***Communication and People Skills***

- Good verbal and written communication skills with a high standard of written/verbal English
- Ability to deal effectively and sensitively with a wide range of people and at all levels in the organisation
- Ability to work effectively within a team and maintain positive working relationships
- Professionalism, integrity and adherence to strict confidentiality at all times

### ***Continuous Improvement***

- Ability to work to and support a culture of continuous improvement
- Ability to work within a high-performance culture and support a strong team ethic
- Commitment to managing own learning and continuous professional development relevant to the role

**Note:** *This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*